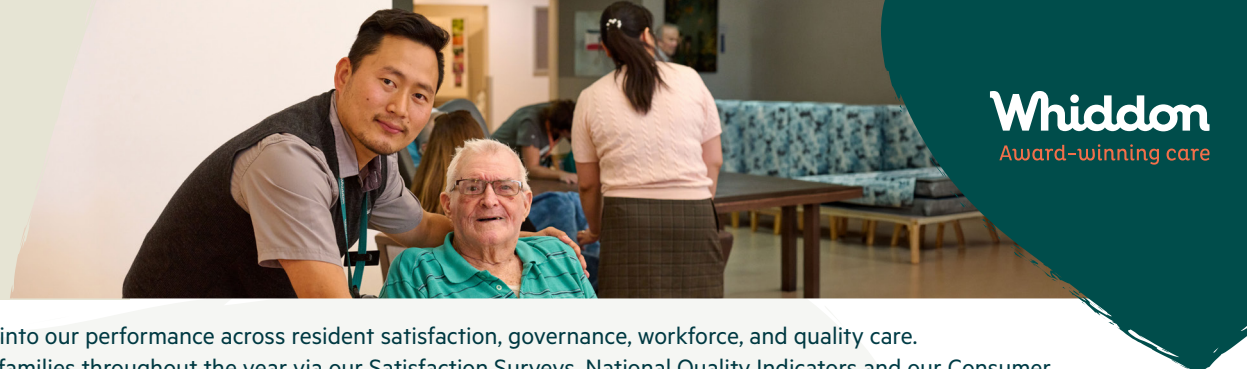




True Colours Consumer Report

Residential Aged Care | 2025 - 2026

Whiddon
Award-winning care



Whiddon's True Colours Reports aim to provide honest and easily understandable insights into our performance across resident satisfaction, governance, workforce, and quality care. This Residential Aged Care Consumer Report combines feedback from residents and their families throughout the year via our Satisfaction Surveys, National Quality Indicators and our Consumer Advisory Bodies. Residents and families across our 24 Homes were invited to complete our Annual Satisfaction Survey. 68% of residents and 31% of families responded to the 2025 - 2026 Survey.



Resident Experience

Customer Satisfaction index

84%

Resident satisfaction has remained stable over the last 12 months, comparing to 91% last year

Relationship Based Care



97%

value relationships with employees who care for them



97%

agree our people are kind, caring and respectful

Food



91%

feel mealtimes are relaxed and enjoyable



82%

said they like the food

Quality of Life & Independence



94%

feel encouraged to do as much as possible for themselves



96%

have services and support that are important for their wellbeing

95%

Staff help me maintain my independence

91%

The living environment is home-like enough for me

93%

think this place is well run



Family / Next of Kin Experience

Customer Satisfaction index

78%

Family satisfaction has remained stable over the last 12 months, comparing to 82% last year

Relationship Based Care



92%

say employees treat their loved ones with respect & are kind & caring



90%

agree their loved ones feel safe



88%

feel employees know their loved one well

Management



90%

say the Homes are well run



80%

agree management follows-up after they raise things with them

86%

say it's easy for their loved one to get the care they need

+58

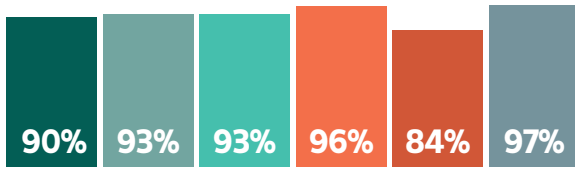
Family to Resident Net Promoter Score (NPS)

88%

RBC Index (Family)
Measures how well our people know, respect and care for each resident

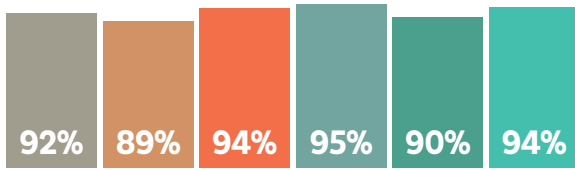
National Quality Indicators (NQI) Scorecard*

Consumer Experience



- Comfortable lodging complaints
- Supported to maintain social connection
- Employees have appropriate skills
- Health & Wellbeing is supported
- Supported to make decisions
- Treated with respect & dignity

Quality of Life



- Mobility is supported
- I am happy
- Social relationships are supported
- Independence is supported
- Enough enjoyable things to do
- Pain is well managed

* = NQI scorecard results based off last year's survey (Oct - Dec 2025)

What can we do better?

Food



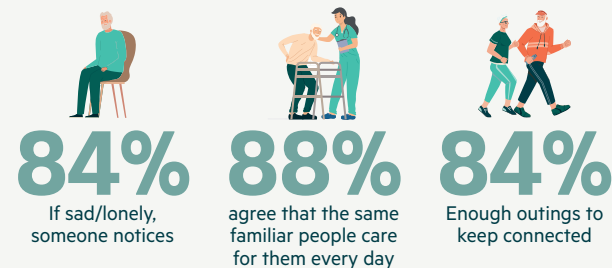
Activities & Connection



Daily Activities & Autonomy



Social Connection



What are we doing to improve?

Food

✓ Homestyle Kitchens

Our Homestyle Kitchen rollout continues across our Homes, bringing the sight and smell of freshly prepared food to every meal.

✓ Area Head Chef Foodie Groups

Quarterly sessions where Area Head Chefs meet with residents to discuss their dining experience and identify improvements.



Activities



Resparke

Introduction of Resparke across our Homes has increased access to personalised music and a wider range of group activities.



Intergenerational Activities

New intergenerational programs are bringing residents closer to their communities, creating meaningful connections and joy.

Independence & Autonomy



Our Relationship-Based Care and reablement approach empowers residents to do more for themselves and make choices that matter to them.

Social Connection



Increased bus fleet to enable improved access to community outings and increased connections for residents



Our Creature Comforts program brings animals, connection and calm into our Homes.